



STATE OF INDIANA

Addendum 2

Request for Proposal 15-17

INDIANA DEPARTMENT OF ADMINISTRATION

Solicitation For: MAIL AND PRINT/COPY SERVICES

**Response Due Date:
JANUARY 9, 2015**

RFP-15-17 – Request for Proposal

1.2 DEFINITIONS AND ABBREVIATIONS

IRS
Publication
(Pub.) 1075

This document is titled “Tax Information Security Guidelines for Federal, State, and Local Agencies.” The IRS defines how the State must handle the sensitive taxpayer information provided by the IRS. All respondents supporting the State must comply with IRS Pub. 1075.

[Mail Piece Integrity](#)

[The accuracy and physical security of information on and within delivered mail pieces.](#)

NIST

National Institute of Standards and Technology

Normal
Business
Hours

Customer service hours – 8 a.m. to 6 p.m.

[On-Time Delivery](#)

[Delivery of inbound and interdepartmental mail items and finished printed materials in accordance with predetermined timeframes.](#)

1.4 SUMMARY SCOPE OF WORK

Copy/Print Services

- [Other services:](#) Inventory ordering and management, design services, ~~creation of encrypted compact discs,~~ job quoting, print specification consultation.

1.4.2.2.3 The respondent will be expected to screen all incoming mail items and packages, including items delivered by third-party carriers (e.g., UPS, FedEx). [With the exception of interdepartmental mail, no mail items – including express carrier and other third-party items – are to enter the IGC facilities without first being subjected to the off-site screening process. The respondent will be responsible for making arrangements with the USPS and express carriers for items ultimately bound for the Indiana Government Center Campus to first be delivered at the off-site screening facility.](#)

1.4.2.2.5 [The respondent shall exceed the Department of Homeland Security’s \(DHS\) minimum recommendations for screening equipment and processes by incorporating screening equipment in its screenings for the threats listed in 1.4.2.2.4. The minimum recommendations in question can be found on pages 53 and 54 of the Department of Homeland Security’s Best Practices for Mail Screening and Handling Processes: A Guide for the Public and Private Sectors, found here: Except where otherwise noted](#)

~~herein, screening processes and mail handling protocols should at least meet the Department of Homeland Security's minimum recommendations, if not mirror its best practices. Review the following link for further information outlining the Department of Homeland Security's minimum recommendations:~~
~~http://www.dhs.gov/sites/default/files/publications/Mail_Handling_Document_NonFOUO%209-27-2012.pdf~~. Except where otherwise noted herein, the State does not mandate, but reserves the right to approve, the specific procedures and equipment used in the screening processes, providing that all requirements related to inbound mail screening are met. In all other areas within the referenced DHS document (e.g. personal protective equipment, training, etc.) the respondent should at least meet the DHS minimum recommendations, if not mirror its best practices.

- 1.4.2.2.7 The respondent will pick up mail from USPS facilities and transport it to the off-site screening facility. Screened mail that has been deemed clear of any potential threats will then be transported by the respondent to its final destination.

Mail should not be opened during mail screening unless a problem is detected or suspicion warrants that a mail item be opened for further inspection.

All screened mail should be stamped or otherwise clearly marked as having been inspected. Mail shall never be marked as "inspected" without going through the full screening process.

- 1.4.4.1.10 The respondent must have the capability to process all data streams provided in the following formats:

- ~~AFP~~
- PCL
- RTF
- PS
- PDF
- Flat files
- Comma delimited
- Tab delimited

1.16 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope clearly marked "Confidential" and must indicate in the Transmittal Letter ([see section 2.2.5](#)) and on the outside of that envelope that confidential materials are included. Confidential Information must also be clearly marked in a separate folder/file on any included CD-ROM. The respondent must also specify which statutory exception of APRA that applies. The State reserves the right to

make determinations of confidentiality. If the respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

2.2 TRANSMITTAL LETTER

2.2.5 Confidential Information

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq. (see section 1.16).

Provide the following information:

- List all documents where claiming a statutory exemption to the APRA;
- Specify which statutory exception of APRA that applies for each document;
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document.

2.2.5.2.6 Other Information

Attachment F – Technical Proposal

2.4.3.4 Inbound Mail Screening

3. In addition to visual screenings, the respondent will conduct scans for the following threats: dangerous items, explosives, chemical threats, biological threats, radiological/nuclear threats, hoaxes, and threatening content. Definitions of these threats are provided in the scope of work contained within this RFP. The respondent shall exceed the Department of Homeland Security's minimum recommendations for screening equipment and processes by incorporating screening equipment in its screenings for the aforementioned threats. The minimum recommendations in question can be found on pages 53 and 54 of the Department of Homeland Security's Best Practices for Mail Screening and Handling Processes: A Guide for the Public and Private Sectors, found here: http://www.dhs.gov/sites/default/files/publications/Mail_Handling_Document_NonFOUO%209-27-2012.pdf. Except where otherwise noted herein, the State does not mandate, but reserves the right to approve, the specific procedures and equipment used in the screening processes, providing that all requirements related to inbound mail screening are met. In all other areas within the referenced DHS document (e.g. personal protective equipment, training, etc.) the respondent should at least meet the DHS minimum recommendations, if not mirror its best practices. Except where otherwise noted in the RFP, screening processes and mail handling protocols should at least meet the Department of Homeland Security's minimum recommendations, if not mirror its best practices. Please describe the methods by which you will scan/check for each of these threats, including the proposed

equipment to be used. Please also briefly detail how the other areas of the referenced document (e.g. personal protective equipment, training, etc.) will be addressed. Note: The State is not requiring the use of certified canine explosive screening

2.4.4.1 Technology and Equipment – Print

7. The respondent must have the ability to connect to and utilize data from the full array of the State's applications, databases, and datafiles. This includes the ability to open, edit, proof and render printstreams from data streams provided in the following formats: ~~AFP~~, PCL, RTF, PS, PDF, Flat files, comma delimited, and tab delimited. State will create and maintain all overlays and forms including version control. Scheduling and workflow tools must also be included to integrate with the printing and insertion systems. Please confirm and briefly describe your abilities meet these requirements. You may also note any additional file formats you are able to accept.

Attachment D, D1 & D2 – Cost Proposal Templates

Rates must be priced to the ~~thousandth~~ ten-thousandth of a cent (~~.001.0001~~).